

Newton Free Library

City of Newton Performance Management
September 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has gone up since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has gone down since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide patrons with up-to-date and relevant collections and resources					
	↓	Main Library circulation	130,073	151,113	21,040
2. Provide enhanced access to library resources and services					
	↑	Percentage of circulation using Express Lane checkout	25	25	0
	↓	Total log ins to library homepage	46,086	47,017	931
	↑	% of time 14 sign up computers are in use	42	42	0
3. Serve as curator and partner in the pursuit of information, entertainment and culture.					
	↓	Total visitors to the library	57,305	64,342	7,037
	↑	Total programs	127	87	40
	↑	Total patrons attending programs	3,382	2,600	782
	→	% of children's program attendees completely satisfied according to survey	100	95	5

Notes